

ONLINE RENEWAL

FREQUENTLY ASKED QUESTIONS

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Q: What are the advantages to renewing online as opposed to sending in a paper application?

A: The main advantage is convenience. The process takes just a few minutes of your time over the Internet as opposed to the time filling out the application, getting an envelope and stamp, then mailing the application to us. The second main advantage is speed of processing. Your license or certificate is renewed instantly and a printed license or certificate is mailed to you within 5 days as opposed to 7 to 10 days through the mail. Receiving a copy of the printed license or certificate is also decreased due to the decrease in the time needed to get the renewal posted.

Q: I don't have a computer or an Internet connection, how can I renew online?

A: Ask your employer if they will allow you to renew your license online. You will find that a majority of facilities will allow their staff to use the facility Internet connection for this purpose. An advantage to this is that someone in the facility familiar with the process could assist you if you had any questions. Another great resource is your local library. Most libraries have an internet connection available for public use free of charge.

Q: I don't feel comfortable giving out my credit card information over the Internet. Is it safe?

A: Our website uses state of the art security technology so that the information isn't readable to anyone but the intended recipient. This same technology is used by the majority of online retailers and is very safe as is proven by the increases of online sales the last couple of years. Most problems with online transactions occur when someone submits their information to a site made to appear as another company. The way to avoid this is not to follow any links to our site. Instead type the web address <http://www.azbn.gov> directly into the address bar and press enter. This will ensure that you are at the proper site.

Q: I am at your website and can't find where to renew online. Where do I go?

A: Once you are at the website <http://www.azbn.org>, on the left side of the page enter in your license or certificate number and pin code in the "My Services" box. Click the "Login" button to enter into My Services. From within My Services, click on the "Renew License/Certificate" button to begin the renewal process.

Q: I tried to login to My Services but it's not accepting my information. What do I do?

A: Most of the problems encountered here are due to entering the information incorrectly. Check the following:

1. **License Number:** Make sure the number includes the license type alpha character. Also make sure the number is correct. i.e., RN11111 or LPN11111 etc.
2. **PIN Code:** This code is a 4 to 6 digit code that can be found on the paper application or postcard that was mailed to you. If you cannot find your pin code, click the "Get PIN Code" link in the My Services box to go to the pin retrieval form.

If checking these items does not correct the problem, contact the Arizona State Board of Nursing reception desk at (602) 889-5150.

Q: I logged on to My Services and got the message "You cannot renew online. You must submit a paper application." What does it mean?

A: Currently the website will not allow anyone who has had a disciplinary action against them in the past renew online. We will be modifying the site in the future to exclude license or certificate holders who are currently under disciplinary action, probation, suspension, revocation, or under investigation.

Q: I entered my information in the first information screen and when I click “Continue with Renewal” I get a screen with error messages in red letters.

A: This occurs when required information wasn't filled out correctly or was missed. Click the “Go Back” button and complete or correct the sections that were improperly filled out or missed.

Q: The system would not accept my credit card information. Why?

A: When entering the credit card information, check for the following:

1. Check to make sure you have entered your credit card number correctly and that there are no dashes in-between the numbers.
2. Make sure the name on card information is entered exactly as it is written on the card.
3. Make sure the card expiration date is entered correctly.

Q: Ok, I checked all the above, they are correct, but it still isn't working, what's wrong?

A: Sometimes there are other issues not under our control that cause this problem. The credit card company's computers may be down, loss of communications, high traffic volume at the card verification company, problems with the phone system, etc. If you feel you were declined in error you need to contact the credit card company to make sure everything is ok with the card.

Q: I finished renewing online and the screen came up with a confirmation number, should I save this?

A: Definitely, always print and save the confirmation page until you receive your new license or certificate. This confirmation number serves as your receipt or proof that you made the transaction online and what date and time it occurred in case of a problem. It is very rare, however in case something goes wrong with processing the transaction and the data is not received or is lost, this will keep you from having to pay a late fee and face possible disciplinary action. If a transaction does not show up on the computer system and you do not have the confirmation number it will be treated as if the transaction was never made.

Q: I tried to print the confirmation page and my computer crashed, what do I do now?

A: A confirmation e-mail is sent with every transaction made with the Arizona State Board of Nursing. The confirmation e-mail contains the same information as the confirmation page and can be used in place of the confirmation page should it be needed. If for some reason you did not receive a confirmation e-mail, please call the Arizona State Board of Nursing reception desk at (602) 889-5150 for assistance.

Q: I went through the renewal process and my computer crashed before I got to the confirmation page, what do I do now?

A: If you completed the entire renewal process and never received the confirmation number or confirmation e-mail due to computer lockup or other error. Chances are your transaction was not processed. To confirm the transaction was processed, please call the Arizona State Board of Nursing reception desk at (602) 889-5150.

Q: I renewed online and haven't received my license yet. What's going on?

A: Online transactions are usually processed the next day. Weekend transactions are processed the following business day. Please allow 5 to 7 business days for delivery of your license before contacting us. There are a couple of reasons why your license/certificate may be delayed:

1. If have moved and failed to update your mailing address information with us. The Post Office will return the mailed license back to our office and the process is delayed. It is imperative that any time you move we get a change of address request from you or you may change it online (see Change of Address Article in this issue). All communications from our office (renewal notices, licenses, etc.) are sent to the mailing address we have on file for you.
2. A person has changed their name online and has failed to submit a name change request form and the supporting documents of the name change. A license or certificate will not be renewed and mailed out until the Arizona State Board of Nursing has received and processed the name change request form.